TECH ENHANCEMENT LIST FOR WEBSITE 10_09

Credit Cards

Accepting credit cards (MasterCard, Visa, Discover, and American Express) provides additional payment options for customers to order their marriage certificates and official records. Credit card services are accepted at the main office and also at the two branch locations. Credit card orders are not available via fax, phone, or through the mail.

Implemented: Spring 2009

Order Online

Customers have the option to request copies of their marriage certificates and official records on the Recorder's Office website using their MasterCard, Visa, Discover, or American Express.
This option provides the customer the ability to place orders at anytime, from anywhere. Customers receive their documents faster than ordering through the mail.

Implemented: Spring 2009

Recorder's Lab Reconfiguration

The old microfilm lab space will be reconfigured to accommodate the growing needs of the technology division. The empty space remaining after the lab was dismantled will be used for a high-tech training room and also to house technical staff. The mail room will be relocated to the front of the office for the convenience of our large volume customers and others who pick up their documents in bulk. Scanning will be housed in an enclosed office, reducing noise and paper dust in the recordation area.   *Projected Completion Date: Winter 2010*

Microfilm Archive Facility Enhancement

The archive facility will be upgraded with additional environmental controls, including a climate-controlled fireproof vault. Cubicles will be added and computers will be networked to the County's LAN. Records inspections, microfilm quality control and digitization project management will take place at the archive facility to save on costs rather than having to transport film back to the Government Center.   *Projected Completion Date: Spring 2010*

New Recordation System through Aptitude Solutions' OnCore Systems

The new recording and workflow management system will carry the Clark County Recorder's Office into the 21st Century and will effectively manage large volumes of documents. The workflow management tools, mailing, scanning, recording, quality control, indexing, verifying, and searching of recorded documents is completely streamlined through automated queues. This will enable the Recorder's Office to reduce internal paper flow, save time, and easily manage the workload by quickly moving images electronically to complete the process.

Implemented: Summer 2009

Security Enhancements

Added security enhancements will provide additional coverage towards protecting our documents as well as the customers and/or personnel.

Projected Completion Date: Winter 2009

Kiosk/Web Public Access

Our goal is to provide citizens and the public with a method for ordering copies and recording documents without having to come to the Government Center in downtown Las Vegas. We will first set up a website with search pages that allow the public to load a shopping cart with their

requests for copies. When checking out, payment can be made with credit or debit cards. We are looking at designs for kiosks that will be situated throughout the County (Laughlin, Mesquite and other outlying areas). We are collaborating with other departments to provide multi-purpose kiosks that will allow the public to order copies, print copies on the spot, and provide other related services.

Benefits: To provide customers with easier access to records and to expedite the process in obtaining certified copies of recorded documents.

Projected Completion Date: Winter 2010

Microfilm Backfile Preservation, Conversion and Digitization

A new electronic format is available for microfilm. The microfilm is not digitized into indexed image files. It is converted to an electronic microfilm format. Eventually, it produces a streaming image of the documents just as they are on the roll of microfilm. We will provide a computer program that simulates a microfilm reader. To view electronic microfilm, the computer program provides electronic "knobs" and slide bars to navigate through a roll of microfilm. There are additional electronic stops that can be made as opposed to simple forward-and-reverse on film readers. Since over 13,000 rolls of microfilm (dating back to 1874) need to be converted to electronic microfilm, we will also have the roll of film reproduced on silver-based film.

Benefits: The cost of converting rolls to electronic microfilm is half of what it costs to digitize individual multi-page image files for each document. Once we have converted all of the microfilm to this format, it will eliminate the need to: 1) handle any rolls of microfilm, as we will no longer maintain microfilm on-site; and 2) use or maintain microfilm readers and printers in our office. Converting microfilm to digital images will provide an easier method for our customers to search and retrieve information. Once the documents on the microfilm are available electronically, the microfilm will be placed in permanent storage at the archive. This eliminates the cost of periodically replacing or treating film and significantly reduces the ongoing costs for maintaining microfilm equipment. This low-cost approach will be a significant time saver for the staff as well as for the customers, as we will be able to access digitized microfilm images on our computer system to view, obtain and/or make copies. This will greatly increase customer service to the public by allowing them electronic access to the digital image rather than requiring them to come into our office and access a microfilm machine*.*

Projected Completion Date: Spring 2010

Awards

National Association of Counties (NACo) *2009 Achievement Award*
National Association of County Recorders, Election Officials and Clerks (NACRC)
2009 Best Practices Award **for the Queue Management System**